



# The Human Touch

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September 2000

TOGETHER WE MAKE A DIFFERENCE

## Use Computer Resources Wisely

**By Harry Sutton, Technology Director & Carol Sisco, DHS Public Information**

The Internet brings the world to our doorstep. Within moments you can be at the Louvre in Paris or reading Chef Emeril Lagasse's Cajun recipes. It's a lot of fun, but don't do it on work time.

Human Services has revised its policy on appropriate information technology resource use to assure

employees don't spend valuable work time playing on the Internet or constantly e-mailing friends.

Every employee received copies of the new policy. Be sure to read yours so you know what you can and can't do. You also need to sign the "security statement" attached to your policy. It indicates that you will comply with the new policy, and it will be placed in your employee file.

The policy focuses on Internet and e-mail use but includes all computer hardware and software, electronic mail, voice and video communications. The policy describes appropriate use of technology resources and penalties for unauthorized use.

Technology resources must primarily be used in conjunction with a user's job-related duties. Frequent or extensive non-job-related use is prohibited. However, certain incidental and

occasional personal use is OK during lunch or break periods.

Human Services has the legal right to monitor all technology resources to ensure they are used appropriately and function properly. The department may monitor individual use, including e-mail messages and Internet access, without notifying the user in advance. Many "deleted" files can be monitored since the computer system often keeps a record of them.

Employees must exercise good judgment about when and how they use technology resources. For example, sending an e-mail message creates a written record of your communication, and your e-mail can easily be forwarded (inadvertently or intentionally) to recipients other than the ones you intended.

Human Services has zero tolerance for unauthorized use of pornography or sexually explicit material. Accessing it can be grounds for termination. Several Human Services employees were fired for inappropriate Internet access.

Prohibited technology uses include:

Using technology for any activity that violates federal, state or local law, distracts from the conduct of state business, reduces job productivity or creates a security risk to technology resources.

Private business uses are prohibited as are religious or political uses that involve proselytizing, solicitation, lobbying, advertising, fund-raising or more than minimal use of department resources.

Users may not copy, send or "pirate" software, copyrighted materials or another person's original writings or programs.



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## *From Robin's Pen*

### **Zero Tolerance For Abuse**

Over the next several months, my article will continue to focus on issues raised during my recent visits with DHS employees. Last month I discussed Family Unity, this month, I have been asked to expand upon my concept of “zero tolerance for abuse and neglect.”

When I first became DHS Executive Director and articulated my vision for the Department, one of the key components was zero tolerance for child, adult, and elderly abuse and a firm commitment that the number one priority in child welfare was protection of the child. This zero tolerance applies not only to the neighborhood, communities and families with which we work, but to ourselves as well.

One of my roles as Department Head is to issue fourth-level decisions on employee discipline and termination hearings. Over the past couple of years, I have seen an increasing number come before me where employees engaged in behavior that is abusive to the very people we serve. In many cases, these incidents happened in our 24-hour care facilities where our clients are the most vulnerable. It saddens me to think these actions have occurred.

The Department Code of Ethics clearly calls upon all DHS staff to “treat clients and the public with respect and in a professional manner and not abuse them physically, sexually, or verbally by engaging in any language or activity that is demeaning, belittling, or otherwise offensive.” The Code further states that employees “shall not jeopardize the health or safety of clients.”

I am well aware that the overwhelming majority of our staff abides by our Code of Ethics each and every workday and is as offended as I am when they witness or hear about an employee who physically or verbally abuses a client. When violations are reported, the action taken by the Department has been clear and consistent. If an employee is proven to have physically abused a client, the Department’s response is termination of employment. If an employee is proven to have verbally abused a client, the response typically includes a written reprimand on the first occurrence.

#### **Read All About It**

Read DHS’ Code of Ethics or Appropriate Use of Information Technology Resources Policy:  
The DHS home page at <http://www.dhs.state.ut.us>. Click on Policies& Reports.  
Click the DHS Folio 4X menu icon on your desktop. Go to Department of Human Services.

Additional occurrences will result in progression to suspension and/or termination. In all cases, the Department also coordinates with Child Protective Services, Adult Protective Services and law enforcement as warranted. This applies regardless of how long an individual has been with the Department. Tenure can never excuse these behaviors.

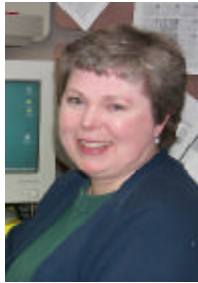
The individuals that we serve are among the most vulnerable of our citizens, and they deserve to be served with utmost professionalism and respect. I sometimes hear from employees who have been recommended for termination, particularly for repeated verbal abuse of clients, that “we have to talk that way to get on the same level as our clients and to relate.” My response to that is, “no, you don’t. We should be and are better professionals than that.”

I know this has been a difficult topic to read about – not any easier for me to write about. But I ask you to join me in making DHS a place where we treat each other and those we serve with the highest level of respect. Please help me make zero tolerance of abuse a reality.


## Using Format Painter

### Tech Tip By Janice DeVore

Have you spent a lot of time formatting a paragraph and then decided you wanted to do the same thing for other locations in your document or another document that is open? Here is a fast way to “copy formatting” which includes character formats such as bold, italic and underline and paragraph formats such as indents, tabs, underline, line spacing, numbering, bullets and paragraph styles.



Janice

1. Select the text, or if it is a paragraph format, click somewhere inside the paragraph that has the formatting you want to copy.
2. Click **Format Painter**  button on the Standard Toolbar, and select the text, or if it is

in paragraph format, click somewhere inside the paragraph where you want to apply the formatting.

#### Tips:

To copy selected formatting to several locations, double-click **Format Painter** button. Click it again when you're finished.

You can also use **Ctrl+Shift+C** to copy formats and **Ctrl+Shift+V** to paste them on other selected text.

The Format Painter feature is also available in Excel, Access and PowerPoint.

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## Computer Use . . .

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Harassing others is prohibited as is sending junk mail such as chain letters or advertisements. Employees also must be careful about transmitting confidential information.

Some incidental and occasional personal use is allowed during breaks or before or after work. Examples of what you can and can't do include:

You may send occasional e-mails to a couple friends. But you must not use state e-mail to send letters, jokes or cartoons to a big group of friends.

You can't use state e-mail to send advertisements, sexually explicit or pornographic material, religious proselytizing materials or political lobbying messages such as petition requests.

Although you may visit non-job-related web sites on your own time, you may not allow on-line businesses or organizations to send you frequent non-job-related messages. For example, you can visit a site that gives stock prices, but you may not have your brokerage send constant on-line stock market information to you.

You can purchase something from Land's End or other catalogues. But you may not receive on-line advertisements from them.

You aren't allowed to participate in recreational chat rooms or electronic auctions such as e-Bay.

The policy takes effect Oct. 20.

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## HR Update

### By Bob Hunt, Human Resources

- Exempt employees have until Oct. 13 to use or lose Comp Time. In DHS, Exempt employees cannot carry overtime to the next year as non-exempt employees can. The compensation time is lost if it is not used by the end of Pay Period 20, which falls on Oct. 13. For more information contact your Human Resource Analyst at (801) 538-4222 or Angel Abbott at (801) 538-4228.

- As per Human Resource Rules, employees may voluntarily participate in political activity but not during work hours. Thus, if you are working on a campaign, be sure to get your leave time approved in advance if that time occurs during your normal workday.

- All employees are encouraged to fulfill their civic responsibility and freedom to vote. Our next General Election (presidential) is Nov. 7. People may register with the County Clerk, sign up at special voter registration locations or register by mail.

## Girls' Conference We All Have the Power to Choose

**By Jeanne Lund, Youth Corrections**

"The greatest power in life is the power to choose. Life is a choice," keynote speaker Randy Chatelain from Weber State University told participants at the Second Annual Juvenile Female Offender Conference.

Held at the Yarrow Hotel in Park City Sept. 13 and 14, the conference is sponsored by the Division of Youth Corrections and Adolescent Female Advocacy Network (AFAN). It is designed to enable participants to gain a better understanding of young women offenders who come to the attention of the juvenile justice system.

Chatelain urged everyone to share his message of "choice" with women they come in contact with and care about. "I am responsible for the energy I bring to a situation and/or a relationship. I make the choice. We all have the power to do the same," he said in closing.

The adolescent female offender is often an overlooked and undervalued part of our juvenile justice system. On average, females commit fewer and less violent offenses than their male counterparts, and when adjudicated, enter a system primarily designed for male offenders. Innovative Utah programs, with AFAN's help and support, address program needs of female offenders. Many of these programs were featured at the conference.

A poem called "You Deserve the Best" by Susan Polis Schutz also spoke to women about the power of choice:

*This life is yours  
Take the Power  
to choose what you want to do  
and do it well.*



**Randy Chatelain**



**Denny Jo Mangana (from left to right), Julie Wright and Marci Phillips at the conference on young women offenders**

*Take the power  
to love what you want in life  
and love it honestly*

*Take the power  
to walk in the forest  
and be part of nature*

*Take the power  
to control your own life  
No one else can do it for you  
Nothing is too good for you  
You deserve the best*

*Take the power  
to make your own life  
Healthy  
Exciting  
Worthwhile  
and very happy*

*Take the power  
to reach your dreams.*



# ORS Collects \$145 Million, 8% Increase in Year

By Emma Chacon, ORS Director

**T**he Office of Recovery Services collected \$145 million in the fiscal year that ended June 30, an increase of eight percent from last year.

More than \$97 million was distributed directly back to children and families, \$5.9 million was collected on behalf of the Department of Human Services, \$14.1 million went to the Department of Health and \$5.9 million was returned to the state General Fund. Remaining funds are sent to other states on cases referred to Utah for interstate collection or to the federal government to reimburse the federal share of paying for public programs.

Recovery Services was created 25 years ago when the Federal child support enforcement program was enacted. It started with fewer than 30 employees and collected about \$300,000 the first year.

Today the office has 605 employees, six locations, and 146,000 cases. The budget is \$43 million with \$12 million in state funds and the balance coming from federal funds and fees.

ORS handles 76,000 child support cases that include 111,000 children. One-third of cases require extensive interstate or international coordination because one party lives in another state or country.

“The program has changed its mission over the years,” ORS Director Emma Chacon said. “Child support services were originally created to reimburse the state and federal government for public assistance families receive. Today our primary mission is to provide services and support directly to children and families. The new philosophy is ‘Families First.’”

In addition to child support services, the office also offers investigation and collection services to the Departments of Workforce

Services and Health.

Last fiscal year Medicaid avoided more than \$52 million in costs because ORS verified more than 48,000 individual health insurance coverage records for Medicaid recipients. The office also collected \$14 million in Medicaid reimbursement from insurance health plans and liable parties in personal injury cases.

The office investigated 1,766 referrals of alleged public assistance fraud and collected more than \$2 million in public assistance overpayments on behalf of the Department of Workforce Services.

Federal law continues to change to provide families more funds, Chacon said. Recent studies validated that families with a working parent who also receive support are less likely to seek or return to public assistance than families who do not receive support. This is critical since welfare reform placed limits on the number of years many families can receive financial assistance.

Nationally, the child support program also recognized the importance of assuring every child has both parents in his or her life. New initiatives are proposed in Congress to fund fatherhood and parenting programs and assist low-income non-custodial parents with services to help them learn how to support their children.

“The system is finally beginning to acknowledge all parts of this complex puzzle,” Chacon said. “But there is still much work to be done.”

While the child support program has made incredible progress, too many children still don’t receive the child support they are legally entitled to. Too many children do not have access to both parents and too many don’t have a legal father.

Unestablished paternity has been a major issue for child support programs in most states, but in Utah just 5.9 percent of ORS child support cases have an unresolved paternity issue.





**Bart Hopkin prepares for Olympic “competition” while making sure employees are minimally affected**

## **Security, Parking, Other Olympics Issues Addressed**

**By Bart Hopkin, Admin. Support Director**

The Olympic Torch was lit in Sydney, Australia and the Summer Olympic Games are running now. It means Utah’s Winter Olympics competition is less than two years away.

Human Services will be physically affected in at least two locations because of the location of certain venues and the award ceremonies. The main concerns are Utah State Hospital in Provo and the State Administration building in Salt Lake City.

Meetings have been held with Olympics officials and Public Safety representatives to make sure our employees are minimally affected before, during and after the games are held.

Plans are being put together for both locations which address security, ease of entrance, parking and other issues which might affect employees. Updates regarding these plans will be published on a regular basis in the *Human Touch* to keep everyone informed of just what we can expect to happen once the pucks, stones, skates, skis and snow start to fly. The Department contact person for Olympic coordination is Bart Hopkin, Office of Administrative Support Director. His phone number is (801) 538-4246.

Question: Why are stones mentioned as part of the Winter Olympics??? Please e-mail your answers to [bhopkin@hs.state.ut.us](mailto:bhopkin@hs.state.ut.us). We’ll run some of them in a future *Human Touch*.

## **2001: A Space ‘Auditee’ Conference Set in Richfield**

**By Vaughn Emett, Fiscal Operations Director**

**H**uman Services will host “2001: A Space Auditee,” a conference for all support services staff, in Richfield Sept. 28 and 29.

“The theme’s double entendre is intentional,” Deputy Director Doug West said. “This year is an ‘oddy’ in terms of our fiscal status. Collectively, we are forced into some introspection, so we have become our own ‘auditee.’”

“We have fun dealing with issues at our conferences, though,” West said. “We have an opportunity to socialize with each other, and everyone has a chance to share their ideas. I always come away from the conference revitalized and brimming with ideas about how the department can function better. We have great business staff in this department, and I enjoy meeting with them.”

Besides getting to know each other better, participants can learn the latest technologies and policies. For example, Bruce Heaton and others will show how digital imaging technology will replace mountains of paper at the State Hospital. Technology Director Harry Sutton will discuss differences between Microsoft’s Windows 95 and 2000 and Office 97 and 2000.

“Everyone directly involved in department business functions is invited,” added Office of Administrative Support Director Bart Hopkin. “There’s something for just about everyone. All we ask is that you check with your supervisor before you sign up.”

### **The Human Touch**

Published by Utah Department of Human Services

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